



Participant Handbook

Customised courses under PMKVY (210 hours)

Sector
Logistics

Sub sector
Courier & Mail Services

Occupation
Ground Operations

Reference ID: LSC/Q1801, Version 1.0

NSQF Level 3



**Consignment Delivery
Executive**

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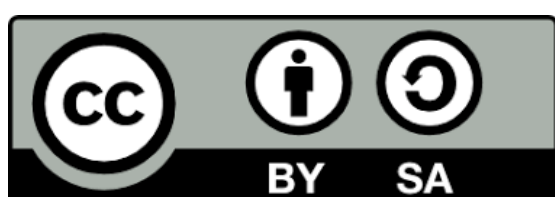
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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

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SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of
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(Logistics Sector Skill Council of India)

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We thank the following organizations for endorsing the contents of this Participant Handbook, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



About this book

This Participant Handbook is designed to facilitate training to the Consignment Delivery Executive Qualification Pack (QP). It provides learners with the necessary knowledge relating to major topics in courier delivery, such as preparing for the delivery operations, handling the customers on and off their presence, cash collections, paper works, post operations, vehicle audit, human resource management in a delivery environment. Its decision-making orientation provides a real-world approach focusing on large and small courier players.

The book elaborates how Individuals in this position interact with customers and by understanding customer needs, performing delivery on time and meeting the organization needs as a face of the organization in working cordially within the team.

This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of courier service.

The handbook is divided into 3 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a trainee associate.

Key characteristics of this handbook:

- (i) It discusses the concept of courier delivery operations in an easy to learn manner.
- (ii) It presents delivery concepts in the interactive and professional way.
- (iii) It gives the opportunity to learners to visualize themselves in a professional delivery set-up.

Symbols Used



Key Learning Outcomes

The key learning outcomes are listed at the beginning of each module. These outline the focus areas that the learners will cover in every module.



Tips

Wherever possible, tips are included in every module. They provide additional insight to learners on a particular topic being discussed.



Steps

These provide step-by-step instructions for a specific process.



Notes

Notes at the end of each module is a space for learners to list down their key points related to the topic.



Time

This refers to the time specified for the completion of each module. The time in number of hours is mentioned at the beginning of each module.



Unit Objectives

These are listed at the beginning of each unit under every module. They highlight the focus areas that the learners will cover in every unit.

Table of Content

S.No	Modules and Units	Page No
1.	Prepare for Shipment Delivery (LSC/N3001) (LSC/Q1801)	1
	Unit 1.1 - Preparing for Shipment Delivery	3
	Unit 1.2 - Getting ready for Shipment	7
	Unit 1.3 - Loading Packages	10
2.	Perform delivery (LSC/ N3002) (LSC/Q1801)	15
	Unit 2.1 - Performing Courier Delivery	17
	Unit 2.2 - Cash Collection Activities	21
	Unit 2.3 - Handling Customer on not Available Situations	23
3.	Post Delivery Operations (LSC/ N3003) (LSC/Q1801)	27
	Unit 3.1 - Submitting the Undelivered Packages	29
	Unit 3.2 - Reporting and Notifying Coordinator	32
4.	Employability Skills - 120 hours(DGT/VSQ/N0104)	44
	The book on New Employability Skills is available at the following location: https://eskillindia.org/NewEmployability Scan the QR code below to access the ebook	







1. Prepare for Shipment Delivery

Unit 1.1 - Preparing for Shipment Delivery

Unit 1.2 - Getting Ready for Shipment

Unit 1.3 - Loading Packages



Key Learning Outcomes

At the end of this module participant will be able to:

1. Explain the run sheet
2. Identify the stationery requirements
3. Discover what is route plan
4. Describe about the handheld devices
5. Distinguish the loading procedure
6. Prepare the delivery
7. List out steps for shipment delivery
8. Explain system preparation of daily scheduling
9. Explain process involved in physical inspection of packages to identify damages
10. Describe inspection process of vehicles
11. Examine loading processes of vehicles
12. Describe usage of Material handling equipment

UNIT 1.1 - Preparing for Shipment Delivery

Unit Objectives

At the end of this module, participant will be able to:

1. Describe the daily schedule and list of deliveries to be made
2. Realize the priorities among orders and deadlines
3. Interpret the optimal routing sequence
4. Prepare for delivery
5. Inspect the vehicle

Steps: How to Prepare for Shipment Delivery



STEP 1: Collect Daily Schedule



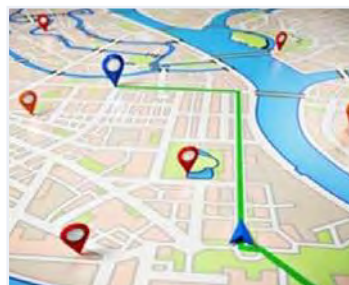
STEP 2: Collect Stationery & Shipment Details



STEP 3: Inspect Packages Against Schedule



STEP 4: Inspect Vehicle



STEP 5: Plan Vehicle Route



STEP 6: Load Into Vehicle



STEP 7: Confirm Orderly Arrangement

1.1.1 Collect Daily Schedule

As the day begins, the Consignment Delivery Executive obtains the daily schedule based on a route from the dispatch department.

Either this will be an obtained as hard copy or on a handheld mobile device.



Fig 1.1.1: Daily Schedule on a system

This data (delivery run sheet) which says the number of deliveries to be made will have the following information

1. Airway Bill Number / Docket Number
2. Name of the customer
3. Delivery addresses with pin code
4. Contact Details
5. Number of packages /Shipment details
6. Weight
7. Barcode & Barcode Number

Cross check with the list of how many line items has been scheduled for the day.

Inspect whether all the areas mentioned in the delivery sheet is within your geographical limits.

Scan the QR code to watch the related videos



Delivery Run Sheet

<https://www.youtube.com/watch?v=o1qJ6wagtMc>

COURIER DELIVERIES RUN SHEET

Date: _____ Courier Executive name: _____ Vehicle Reg No: _____

Start time: _____

Pre-start inspection completed on vehicle Yes No

PDA Taken: Yes No Signature: _____

Job run/Location number: *100 Feet Road, College Road*

Delivery name	Delivery address	Delivery number	Docket Number	Priority Delivery	Time of delivery	Customer Signature	Paid /Collect Cash
Charlotte	214 High Street, 100 Feet road	2NW5	AX776889	Noon			Rs 7500
Expresso House	College Road	2NW1	C5689765 4	10.30am			Paid
Simpsons	College Road	2NW4	C6546778 3	Evening			Paid
Mick's	College Road	2NW2	C6578965 2	No Preference			Rs 650
Claire	100 Feet Road	2NW3	C6787299 8	Evening			Rs 2800
Casio Engineering	318 High Street , 100 Feet road Back to depot	2NW6	DY765908	11.00am			Paid

TOTAL TIME and distance

Rest breaks	Start time	Finish time	Total time
<i>Inside depot</i>	<i>10.15</i>		
Workshop	Start time	Finish time	Total time

Fill in sheet correctly and submit to Supervisor at the end of every shift.

Fig 1.1.2: Courier Delivery Run Sheet- Sample

1.1.2 Check Stationery

- Employee ID Card
- Tracking Devices
- Global Positioning System - Hand held devices
- Bluetooth tracking devices
- Money Pouch
- Analyze the number of Cash on Delivery orders from the delivery sheet.
- Collect the money from the finance department as required for the day
- Sign and receive the money
- Pen, Seal
- Packing accessories - Tape, Scissors, Labels
- Missed Delivery note
- Mobile Phone



Fig 1.1.3: Tracking Devices



Fig 1.1.4: Hand Held Device

Scan the QR code to watch the related videos



GPS

https://www.youtube.com/watch?v=wCcARVbL_Dk



Real Time Cargo Tracking & Monitoring

<https://www.youtube.com/watch?v=-4pFI8psSIO>

1.1.3 Shipment Details

Inspect the address, mobile number and landmark details on the shipment list. If any detail found missing or required clarity, talk to a supervisor to gather more information on it.

- Understand the priorities of the day
- Understand the emergency shipments
- Plan based on deadlines

UNIT 1.2 - Getting Ready for Shipment

Unit Objectives

At the end of this module participant will be able to:

1. Inspect all the packages to be delivered during the day's trip.
2. Check that packages are in good condition
3. Report to coordinator regarding any damage or errors

1.2.1 Inspect Packages Against Schedule

Physical inspection is required to understand whether all the items stated in the list has been sorted for the delivery.

Also, verify the condition of the package.



Fig 1.2.1: Damaged Boxes

Ensure that the package is in good condition. If found damaged, follow the organization procedures and report to the supervisor.

1.2.2 Inspect Vehicle (Two-Wheeler or Van)

Sign and Take the keys of the vehicle.

As vehicle belongs to the organization, bringing back the vehicle to office premises safely is the responsibility of the delivery executive. Hence before starting, the inspection should be done to understand that the vehicle was in good condition while leaving the premises.



Fig 1.2.2.: Signing and taking keys



Fig 1.2.3: Courier Bags

Based on the weather and conditions ensure vehicle is safe to travel.

Maintain the checklist of inspection for two-wheeler or for van and make sure the vehicle is in good condition.

Also inspect the delivery bag condition in case of two-wheeler delivery

1.2.3 Plan Vehicle Route

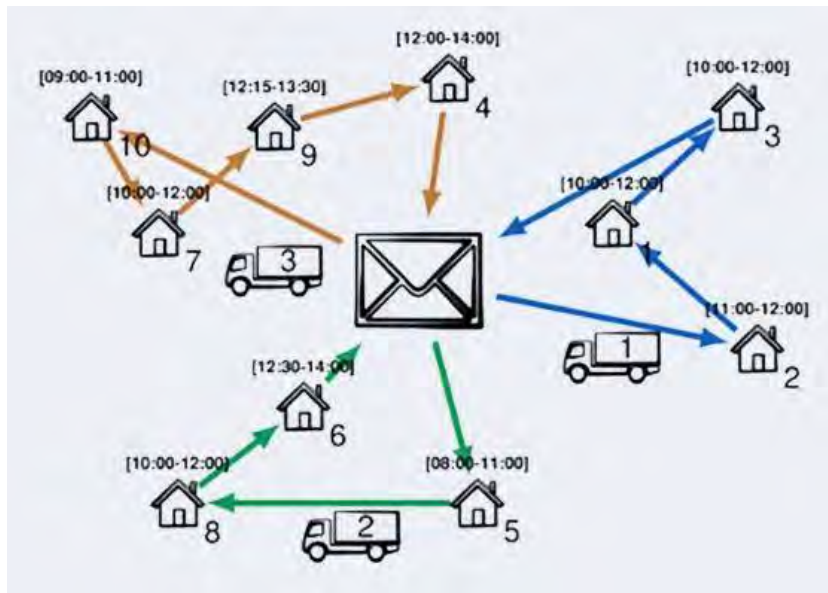


Fig 1.2.4: Vehicle Routing

Collect the vehicle route plan from the dispatch or logistics department. This route will be an optimized route based on the priority, and cost efficiency (Logistics cost). The route optimization is based on minimizing the distance traveled as well as the fuel consumption, there by meeting all the customers in less time.

Certain customers would also have asked for time slot delivery and hence, the plan should take that constraint into consideration.

On areas which are more familiar, plan the route based on convenience.

The planning of route shall be done based on

- Priorities
- Traffic timings
- Clubbing of orders at same geographical areas
- Weights /dimensions of the package etc.

Delivery name	Delivery address	Delivery number	Docket Number	Priority Delivery	Time of delivery	Customer Signature	Paid / Collect Cash
Espresso House	College Road	2NW1	C56897654	10.30am			Paid
Casio Engineering	318 High Street, 100 Feet Road	2NW6	DY765908	11.00am			Paid
Charlotte	214 High Street, 100 Feet Road	2NW5	AX776889	Noon			Rs 7500
Claire	100 Feet Road	2NW3	C67872998	Evening			Rs 2800
Simpsons	College Road	2NW4	C65467783	Evening			Paid
Mick's	College Road Back to depot	2NW2	C65789652	No Preference			Rs 650
TOTAL TIME and distance							

Table 1.2.1: Courier Delivery Run Sheet data

UNIT 1.3 Loading Packages

Unit Objectives

At the end of this module, participant will be able to:

1. Explain the arrangement of shipments
2. Describe space savings
3. Identify the loading ways

1.3.1 Load into Vehicle

- The arrangement of the goods inside the truck should be on an optimized way to save space.
- Understand safe and unsafe handling of the packages. No weight / package should be placed on the Fragile and glass materials



Fig 1.3.1: Loading into Vehicle

Tips 

Because of the orthopedic pains and to avoid the pressure on bones, there has been a systematic way to handle goods. Handling of materials should be taken care. Lift heavy objects safely.



Fig 1.3.2: Ergonomics

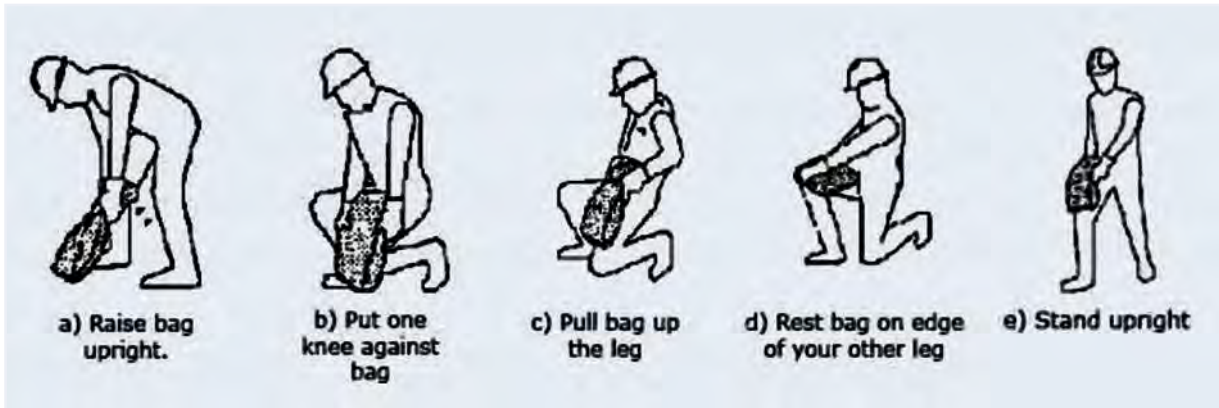


Fig 1.3.3: Ergonomics

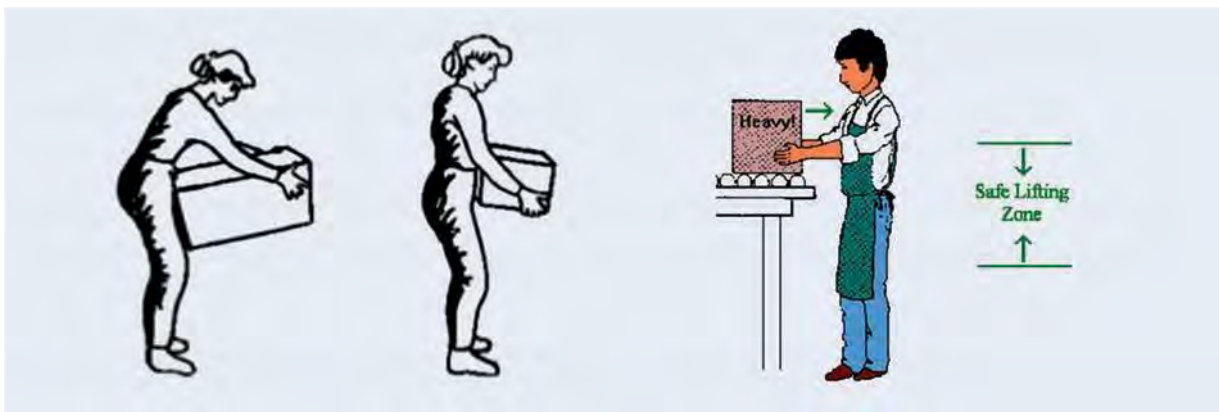


Fig 1.3.4: Ergonomics

Use Material Handling equipment wherever possible



Fig 1.3.5: Material Handling Equipment

1.3.2 Confirm Orderly Arrangement

- The first delivery should be arranged closer to the door or on top of the courier wrap bag. The final delivery should be inside.
- Ensure that the packages are neatly arranged to avoid vibration and damage and as per label signs.
- There may be chances of disruption in the plan. So it is always better to talk to the supervisor before leaving the gate in order to check whether there will be any change in plan or if there is any additional responsibility that shall be taken care of during the trip.



Fig 1.3.6: Ready for Delivery

Notes

Summary

Preparing the day for execution of delivery operations starting from understanding the stationery, planning route and managing priorities has been discussed. The loading procedure and understandings required at the start of the day are talked about. Inspection of vehicle, maintenance and its loading procedures are talked about.

Practical

1. Perform packing inside a delivery bag
2. Group discusses between different teams, a route plan with 20 deliveries in your area. Calculate the distance travelled and time taken.

Exercise

1. Discuss how to decide the route planning in your area
2. What are the stationery items that will be collected from office?
3. What Kind of quick inspection will you do for two wheeler delivery?
4. What Kind of quick inspection will you do for van delivery?
5. Develop a checklist as what will be carried during two wheeler / van delivery
6. Whom will you report if you find a damaged package?
7. Define Optimized route



2. Perform Delivery



Unit 2.1 - Performing Courier Delivery

Unit 2.2 - Cash Collection Activities

Unit 2.3 - Handling Customer on not Available Situations



Key Learning Outcomes

At the end of this module participant will be able to:

1. Identify as how to reach customer destination
2. Discover the customer to whom the delivery has to be done
3. Describe the COD process
4. Identify the action plan as how to react when customer is not available
5. Explain steps for delivery performance
6. Explain accurate parking of vehicles through symbols
7. Narrate cash collection activities
8. Describe additional charges involved during the process
9. Explain all terms and conditions related to customer payments
10. Narrate process involved in proper handing over of packages to customers

UNIT 2.1 - Performing Courier Delivery

Unit Objectives

At the end of this module participant will be able to:

1. Check the destination.
2. Inspect the ID of the customer
3. Receive and store cash
4. Ensure the shipment had been received in good condition

Steps: Perform Delivery



STEP 1: Find The Destination / Customer



STEP 2: Verify Customer-By inspecting valid ID cards



STEP 3: Collect Cash if COD



STEP 4: Handover Package, once verified & cash collection



STEP 5: Acknowledge the Delivery



STEP 6: Handling situations, when customer is not available

2.1.1 Find the Destination / Customer

The knowledge on the local map along with the landmarks of the local area should be very familiar for the Consignment Delivery Executive.

Travel to the destination of the customer and find the exact location. If in case you were not able to reach the exact destination, kindly call the customer and request to guide the path. Enquire with the customer more politely, stating the reason for call, your current location, and enquire the route to the customer location.



Fig 2.1.1: Identify the Customer Location

2.1.2 Park the Vehicle in the Parking Slots Neatly

- Even though a less time is required for parking, make sure the vehicle is not in way with other parked vehicles.
- Whenever parking tickets is required, buy one.
- At office premises, an entry pass will be required at the security, in such occasion; an ID card may be required.

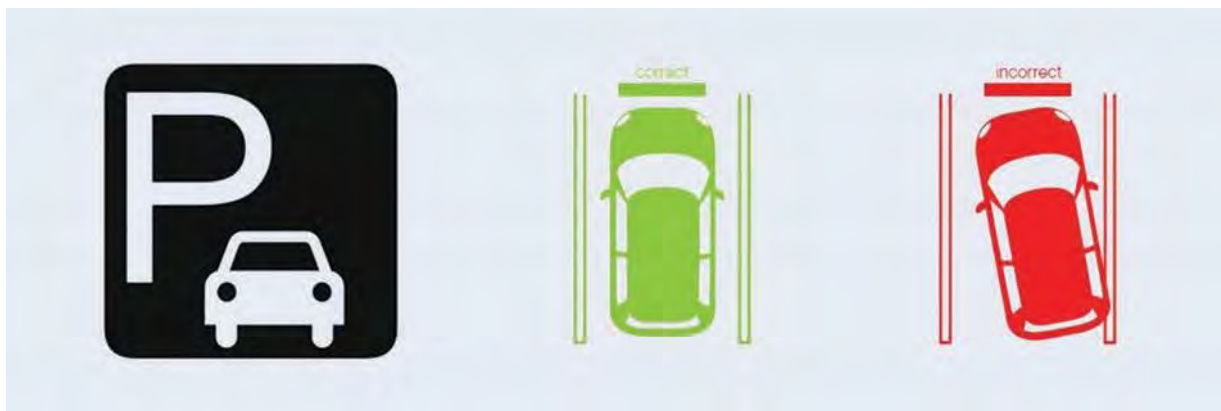


Fig 2.1.2: Parking Symbols

- Take the parcel of the customer without disturbing the other packages
- Close the doors and lock the vehicle and confirm that vehicle is locked



Fig 2.1.3 Locked Doors

2.1.3 Verify Customer

- Once on arriving the location and greet the customer. “Hello” / “Good Morning Sir/Madam”



Fig 2.1.4: Greet Customer

- One should always maintain a well-mannered and pleasant personality behavior with the customer.
- During female customers /female receivers, ensure respectful approach and it is very important to deal with cultural sensitivity.
- Eye contact with the customer should be professional
- Handle the package appropriately so that the hands of the customer should not be touched.

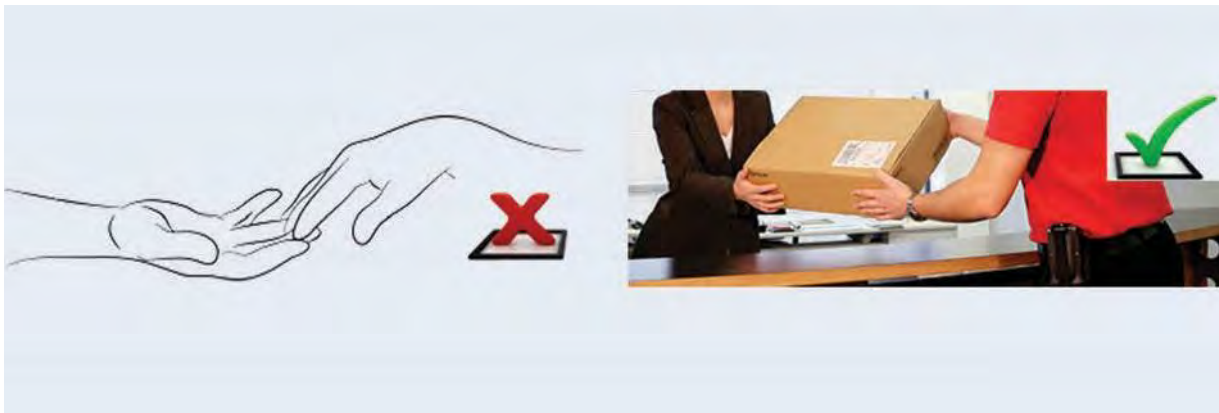


Fig 2.1.5: Behavioural Skill

- Do not enter the customers place.
- Ask for customer identification, possibly any government ID card & Validate by marking down the details of the ID proof shown.



Fig 2.1.6: ID Card

UNIT 2.2 - Cash Collection Activities

Unit Objectives

At the end of this module participant will be able to:

1. Explain how to perform cash collecting activities
2. Identify reasons for additional charges
3. Realise a situation of postpone cash collection activity
4. Ensure the shipment had been received in good condition

2.2.1 Collect Cash if COD

- Request for cash if the delivery requires Cash on Delivery.
- Collect cash and check in front of customer
- Provide change for cash
- Store the cash safely in the pouch
- If by credit card, swipe the card, enter the amount to be paid, request the customer to enter pin, enter the transaction on machine and print the paid receipt from machine



Fig 2.2.1: Cash Collection



Fig 2.2.2: Card swiping

Scan the QR code to watch the related videos



Billing and Cash Collections

<https://www.youtube.com/watch?v=ZNUf3a8cGoQ>



Safety Procedures

<https://www.youtube.com/watch?v=J3-5DPWQlj8>

2.2.2 Collect Additional Charges

- At certain instances, there will be additional charges that will be levied during quicker deliveries
- In such times, collect the additional amount from the customer
- Certain products and services may require additional charge

Example

- Customs duty paid by Courier operator
- Service Charge for peak time delivery.
- Cancellation charges

2.2.3 If Customer does not have Money at the Time of Collection

- Wait if the customer shall arrange in few minutes
- Fix another appointment and note the time
- If the time fits in the route before getting back, visit again
- If time does not fit in the days plan, schedule in the next day

2.2.4 Handover Package

- If the delivery does not have cash pay option, give the package to the customer.
- Make sure that the package is not in damaged condition



Fig 2.2.3: Handover Package

2.2.5 Acknowledge the Delivery

- Ask the customer to sign the delivery confirmation on the scheduled sheet or digitally
- When delivered at the office security or office desk, ensure that the seal of the organization is made at the delivery sheet with Name and signature of the receiver.



Fig 2.2.4: Collect customer signature



Fig 2.2.5: Digital Signature

- Mark the time at the delivery sheet to acknowledge that the delivery has been completed.
- Thank the customer and leave the premises

UNIT 2.3 - Handling Customer on not Available Situations

Unit Objectives

At the end of this module participant will be able to:

1. Explain as how to handle situation when customer is not available
2. React to the situation when customer did not pick the call

2.3.1 Customer not Available

It is very common that sometimes, customers will not be available. Standard procedure should be followed based on your organization during such instances. Generally the following steps will be done.

- Call the customer and politely explain the situation
- If package is paid and does not require signature, hand over to the person specified by the customer
- Get the receivers name and Signature and acknowledge that the package was delivered in good condition.
- Thank receiver and leave the premises
- If package needs cash /signature required, fix an alternative and convenient time to redeliver.



Fig 2.3.1: Calling Customer



Common Dangerous Goods
https://www.youtube.com/watch?v=HpHt_c3gIt0



Packaging and Labelling Guidelines
https://www.youtube.com/watch?v=1TC3_VkK0H4



Logistics Management
<https://www.youtube.com/%20watch?v=4-QU7WiVxh8>

2.3.2 Customer Could not be Contacted

Missed delivery

- If the customer could not be contacted, leave behind a missing delivery note
- The delivery note will have information on customer call back for rescheduling delivery.
- Re-plan the delivery in the next schedule or as scheduled by the customer

ups For more information on your package, scan the QR code below or go to ups.com and enter your InfoNotice® number.

TO _____
DATE _____
PACKAGE(S) FROM _____

InfoNotice # 0000 00000 000 C

Sorry we missed you

- 1 We will try again on the next weekday (excluding holidays)
- 2 Your package was left at
 - Neighbour _____
 - Other _____
- 3 We attempted to make a pickup
- 4 This was our **final attempt**

SCAN HERE FOR AIC LOCATION AND AINSL

5 Please pick up your package(s)

Your package(s) will be available for pickup at a **UPS Access Point™** beginning: Today The next weekday (excluding holidays)

To find your UPS Access Point location, package availability for pickup, and operating hours (weekend hours are typically available), scan the QR code above, go to ups.com and enter your InfoNotice number, or refer to the back.

Your action is required See back for more details

- 6 A) Someone must be here to accept delivery and sign for your package(s)
 - Must be 19 years of age or older
- 7 B) We can leave your package(s) on the next weekday (excluding holidays) if you sign the back of this InfoNotice
- 8 C) Your package(s) has a C.O.D. due \$ _____ Payable to Sender
 - Certified cheque or money order only Payable to Sender (see back for more details)
- 9 D) Your package(s) has a brokerage C.O.D. due \$ _____ Payable to UPS

Sign up for UPS My Choice® at ups.com/join
Get deliveries on your schedule.

DELIVERY NOTICE!
Important Time & Date Sensitive Material

Addressee: _____ 1st Attempt
Delivery Date: _____ 2nd Attempt
Time: _____ Final Attempt
ID #: _____

Please call within 24 hours to reschedule your delivery.

Contact Person: _____
Phone # () _____

Fig 2.3.2 Delivering Missing Note

Notes 

Summary 

In this chapter the student understands as how to perform the delivery activity including the mannerism to be followed in handling customers. How to perform activities during cash collection and a acknowledgment from customers is also discussed. Also an overview of handling customers in their non-presence is also mentioned.

Exercise 

1. What are the different types of documents to check for identity?
2. What will you do if the customer is not available at the premises?
3. What will you do is customer did not pick the call?
4. What are the Do's and Don'ts after arriving the customer place?
5. Where will you ask the customer to sign?
6. Role play by considering an angry customer handling the phone while checking for addresses. How will you talk to such a customer





3. Post Delivery Operations

Unit 3.1 - Submitting the Undelivered packages

Unit 3.2 - Reporting and Notifying Coordinator



Key Learning Outcomes



At the end of this module participant will be able to:

1. Identify what process to be followed with undelivered packages
2. Explain the process to be followed once the packages are given to supervisor
3. Describe the reports and bills to be done with supervisor
4. Narrate the tracking process and risks of handling loss and damages
5. Describe the process of surrendering cash
6. Realize activities after unloading packages
7. Explain steps involved in performing post delivery activities
8. Describe vehicle parking process
9. Identify process involved in handing over of stationery and cash
10. Describe overall inspection process

UNIT 3.1 - Submitting the Undelivered Packages

Unit Objectives

At the end of this module, participant will be able to:

1. Produce documents for undelivered package
2. Narrate the vehicle surrender activities
3. Realize the activities after unloading packages
4. Assure the return of stationeries and accounting
5. Describe the process of surrendering cash

Steps : For Performing Post-Delivery Activities



STEP 1: Unload & Return Undelivered Package



STEP 2: Park Vehicle and Carry Inspection



STEP 3: Handover Stationery & Cash



STEP 4: Notify Coordinator



STEP 5: Reporting



STEP 6: Submit Bills

3.1.1 Unload & Return the Undelivered Packages



Fig 3.1.1: Unloading the Packages

- Bring the undelivered packages to the storage location
- Handover the documents pertaining to the package along with the package to the storage department.
- Make sure that there is no damage to the packages
- Identify loss and thefts
- Cross verify the items undelivered with the delivery run sheet.

3.1.2 Park Vehicle and Carry Inspection

As vehicle belongs to the organization, bringing the vehicle (Van or two-wheeler) back to office premises safely is the responsibility of the delivery executive. Hence while closing the day; the inspection should be done to understand that the vehicle is in good condition.

Any damage or an issue with the vehicle should be reported to the maintenance. Handover the keys and acknowledge.



Fig 3.1.2: Park Vehicle

3.1.3 Handover Stationery and Cash

Handover the stationery Items to the Supervisor along with the other Items like:

- GPS – Handheld devices
- Blue tooth devices
- Company Mobile phone
- Pen, Seal, Delivery notes
- Packing accessories
- Handover cash to the accounts department
- Account the money that was collected
- Surrender the Card swiping machine

Collect a receipt of acknowledgment after handing over

Sign and acknowledge wherever necessary after handed over.

Notes



UNIT 3.2 - Reporting and Notifying Coordinator

Unit Objectives

At the end of this module participant will be able to:

1. Narrate the reporting procedures
2. Notify the coordinator on day plan and the next day's plan.
3. Report procedure of any damages to packages and feedback

3.2.1 Notify Coordinator about the Missed Deliveries and Undelivered Packages of the Day

- Explain the reasons for the missed deliveries / undelivered package
- Plan deliveries for next day, which were missed for the day
- Explain issues faced on the day
- Report damages occurred, reasons for delay, damages or losses etc.
- Report on condition of tracking devices, delivery vehicle or any other maintenance or replacement if required



Fig 3.2.1: Reporting to Supervisor



Fig 3.2.2: Reports Submission

3.2.2 Submit Bills for Reimbursement

- Providing bills for reimbursement
- Understanding the forms as required by management
- Corresponding to risk management
- Ensuring the Tracking requirements
- Submitting Bills

As per policy and organizational procedures

- Provide bills for reimbursement
- Out of pocket expenses (telephone calls)
- Money taken in advance and reimbursed
- Submit Forms
- Delivery run sheet taken during the day with customer signatures

DELIVERY RUN SHEET

Date: 5/5/10 Fr. Code: * 1 6 4 5 0 4 4 5 *

RO/Br./Fr. Name: Delivery Person Name: B.C. Adani

Sl. No.	Customer Name & Address	Consignment No.	Qty	Unit	Del. Type	KOL Action	Receiver's Signature / Company Seal	
							Signature	Seal
1	Anandhar Sany BBL	104921233			OFF		Check Content Before You Receive Name: <u> </u> Relation: <u> </u> Ph. No.: <u> </u>	
2	Bank of Indus BBL	152702993			OFF		Check Content Before You Receive Name: <u> </u> Relation: <u> </u> Ph. No.: <u> </u>	
3	Harinder Singh BBL	211203207			OFF		Check Content Before You Receive Name: <u> </u> Relation: <u> </u> Ph. No.: <u> </u>	
4	B.K. Sany BBL	K141061791			OFF		Check Content Before You Receive Name: <u> </u> Relation: <u> </u> Ph. No.: <u> </u>	
5	Kashi Fuel Products etol	K141119141			OFF		Check Content Before You Receive Name: <u> </u> Relation: <u> </u> Ph. No.: <u> </u>	

Station Code: 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 00

Fig 3.2.3: Delivery Run Sheet

- Insurance forms for damaged shipment
- Replacement forms
- Paperwork during closure

3.2.3 Understanding Tracking of Consignment

As and when the consignment moves through the supply chain, the package gets scanned at each location. Everytime the scan is made, the status of the consignment at the location is updated on the system and makes the tracking easy. When the airway billnumber is entered into the system, the system fetches out the location of the consignment.

Below is an image on the barcode scanner scanning barcode and a shipment status at location.



Fig 3.2.4.: Barcode Scanning

The below image is tracking record at each step in the movement of the consignment.

Waybill No : ██████████ Reference No : ██████████

Pickup Date 13 October 2014
 From Mumbai
 To Thiruvalla
 Status SHIPMENT DELIVERED
 Date of Delivery 20 October 2014
 Time of Delivery 16:20
 Recipient ██████████

Status and Scans			
Location	Details	Date	Time *
Waybill No : ██████████			
Thiruvalla	Shipment Delivered	20-Oct-2014	16:20
Thiruvalla	Shipment Arrived	20-Oct-2014	16:12
Thiruvalla	Shipment Out For Delivery	20-Oct-2014	16:12
Kottayam	Shipment Further Connected	18-Oct-2014	18:27
Kottayam	Shipment Arrived	18-Oct-2014	15:29
Kochin Hub	Shipment Further Connected	18-Oct-2014	04:27
Kochin Hub	Network Delay, Will Impact Delivery	17-Oct-2014	19:24
Kochin Hub	Shipment Arrived	17-Oct-2014	12:33
Chennai Airport Hub	Contact Customer Service	15-Oct-2014	01:39
Mumbai Hub	Shipment Further Connected	14-Oct-2014	17:01
Mumbai Hub	Shipment Arrived	14-Oct-2014	15:04
Mumbai Etail Warehou	Shipment Further Connected	14-Oct-2014	11:16
Mumbai Etail Warehou	Shipment Arrived	13-Oct-2014	22:35

* - 24 Hr Format

Fig 3.2.5: Tracking Status

3.2.4 Procedure for Loss and Damages

The common problem that will be faced during transport will be loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, theft or misplacing. Damages will also be by improper handling of materials during transit.

Every organization has a procedure in handling the loss and damages during inbound and outbound. Understand the organization policy by which you have to proceed in handling the issues.

During loading, count the quantity and visually inspect the damages and make a note of it.

Communicate to the supervisor about the damages and loss.

Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.

Report and communicate to the manager in charge and to the management immediately. Keep a track and history of issues.

3.2.5 Maintain the Proper Protocol

Every organization has a standard operating procedure (SOP) for each activity and even though you have a simple way of doing, it is very mandatory to always follow the Standard operating Procedures. There should be no deviation in following the SOP's. Hence, always understand the SOP's of the process. There will be a different SOP for loading and unloading activities. Based on the SOP's the way of handling the packages will be varying. The knowledge of handling packages should align with the procedure of the organization.

3.2.6 Risk

Risk Definition

A risk is something that we as individuals live with on a day-to-day basis. People are constantly making decisions based on risks. A risk is the combination of the likelihood and severity of a specified hazardous event occurring. In mathematical terms, a risk can be calculated by the equation:

$$\text{Risk} = \text{Likelihood} \times \text{Severity}$$



Fig 3.2.6: Risk Management

Where, Likelihood is an event likely to occur within the specific period or in specific circumstances
Severity is an outcome from an event such as severity of injury or health of people, or damage to property, or damage to environment, or any combination of the elements caused by the event.

3.2.7 Risk Management

There is a risk involved in every action and hence get to understand the severity of the risk. Certain failures would be severe and would cause huge loss.

As delivery executive, the risk will be in terms of legal compliance. This may lead to judicial impacts of turning it to be a case registered. This will not only spoil the business but also will cause a bad impression with the customers and may create a total failure of the business.

A set of instructions would be pre-defined to handle each kind of risk and standard procedures to handle issues will be made available by the organizations generally. The Consignment Delivery Executive should learn the procedures and work instructions to avoid risk.

At any point of risk, the information should be passed on to the senior management.

Update the Courier supervisor/ manager as and when the problem arises

- Inform on delayed Deliveries
- Issues faced by trucks-en-route
- Missed deliveries
- Documentation issues
- Cases of Damages, theft, losses, shortage and excess
- Capture reasons of any incident and response taken which is not aligned to day to day activities
- Any risk creating factors
- Any unsafe working conditions and practices
- Report any deviations from standard protocols



Fig 3.2.7: Updating to Manager

Training and changes in thinking patterns

The employer shall identify and provide sufficient training associated with safety and health to all workers to ensure sufficient understanding, knowledge and skills. It would enable workers to perform their work in a safe manner.

The training provided shall include:

- a) Training of a technically skilled nature such as defensive driving, emergency response, vehicle operational, handling of apparatus and substance, and other fit and proper training; and
- b) Mind training such as conducting motivation seminars, campaigns, positive thinking and other appropriate trainings.

3.2.8 Dealing with Supervisors

Here are some suggested ways to overcome the overwhelming effect of having excessively ambitious and annoying managers in your work life.



Fig 3.2.8: Deal with Supervisor

Your relationship with your boss is in many ways similar to your relationship with a spouse or significant other - each person depends upon the other for encouragement, guidance, and support. You spend many hours together, day in, day out, perhaps for years. And most certainly, each of you can work the other's last nerve.

But, as in a marriage, you're in the relationship for better or for worse. Fortunately, you can adopt some strategies that will lead to more of the better and less of the worse.

In his upcoming book *The Power of a Positive Attitude: Discovering the Key to Success*, Roger Fritz writes: "Nobody, but nobody is more important to your job satisfaction and happiness, your progress and development on the job than your boss. Some people are lucky to be assigned to a boss who is a good leader, teacher, and mentor, while others may work for one who is the opposite. No matter who the fastest give you as a supervisor, you can make the most of it by studying your boss's goals, style, and work habits and then tailoring your actions accordingly."

Here, from Fritz's book, are some basic guidelines that will help you develop coping strategies for dealing more effectively with your supervisor.

3.2.8.1 The Dos



Fig 3.2.9: Supervisor

- DO watch the example of the people who get along with your boss. They, after all, have learned how to cope. Try to learn from them and follow their example.
- DO consider that you may be partly responsible for your poor relationship with your supervisor. Remember it takes two to tango. And while you can't change your boss, you can change how you behave, so take responsibility and take action to make positive change happen.
- DO try to make your employer's job easier by offering to take responsibility for those tasks that he or she may dislike doing.
- DO keep track of your boss's mood swings. Observe the times of day and days of week when he or she is in the most receptive frame of mind.
- DO tell the boss how you feel about her treatment of you. Don't hide your feelings. Wait until he or she has cooled down to discuss how you feel, and then talk calmly and, of course, in private.
- DO monitor your progress. If you are not having the success you desire, reevaluate the way you are dealing with your supervisor and take another track if necessary. Be patient. Don't expect it all to happen at once.

3.2.8.2 The Don'ts

- DON'T dispute your employer's authority, even if you disagree with his or her judgment in a particular situation.



Fig 3.2.10: Dont

- DON'T take criticism as a personal attack. Even if your boss is out of line, it will help to distinguish between your job, which may be bearable, and your boss, who may not be.
- DON'T put yourself in a position to be criticized by seeking the boss's approval when it isn't required. Do some things, and tell him or her about them later.
- DON'T malign your boss by gossiping behind his or her back. Be loyal!
- DON'T go over the boss's head unless it is absolutely critical, such as an emergency or crisis situation. Violating the chain of command almost always causes more problems than it solves.
- And, above all, DON'T lose your self-respect. If your coping strategies have failed and a transfer is impossible, do what you have to do to keep your self-esteem, even if it means finding a new job and a new boss.

3.2.9 Dealing with Mean Colleagues

When a colleague is mean to you, it can be hard to know how to respond. Some people are tempted to let aggressive behavior slide in the hopes that the person will stop. Others find themselves fighting back. When you're being treated poorly by a coworker how can you change the dynamic? And if the behavior persists or worsens, how do you know when you're dealing with a true bully?



Fig 3.2.11: Deal with Mean Colleagues

What the Experts Say: “When it comes to bad behavior at work, there’s a broad spectrum,” with outright bullies on one end and people who are simply rude on the other, says Michele Woodward, an executive coach and host of HBR’s recent webinar: “Bullies, Jerks, and Other Annoyances: Identify and Defuse the Difficult People at Work.” You may not know which end of the spectrum you’re dealing with until you actually address the behavior. If it’s a bully, it can be difficult — if not impossible — to get the person to change, says Gary Namie, the founder of the Workplace Bullying Institute and author of *The Bully at Work*. But in most cases, you can — and should — take action. “Know that you have a solution, you’re not powerless,” says Woodward. Here are some tactics to consider when dealing with an aggressive colleague.

Understand why: The first step is to understand what’s causing the behavior. Research from Nathanael Fast, an assistant professor at the University of Southern California’s Marshall School of Business, proves a commonly held idea: People act out when their ego is threatened. “We often see powerful people behave aggressively toward less powerful people when their competence is questioned,” he says. Namie agrees: “People who are skilled and well-liked are the most frequent targets precisely because

they pose a threat.” So it may help to stroke the aggressor’s ego. Fast explains: “In our study, we saw that if the subordinate offered gratitude to the boss, it wiped out the effect,” he says. Even a small gesture, such as ending an email with “Thanks so much for your help” or complimenting the person on something you genuinely admire, can help.



Fig 3.2.12...: Understand why

Look at what you’re doing: These situations also require introspection. “It’s very easy to say, ‘Oh, that person is a jerk,’” Woodward says. But perhaps you work in a highly competitive culture or one that doesn’t prioritize politeness. Consider whether you might be misinterpreting the behavior or overreacting to it or whether you’ve unknowingly contributed to the problem. Have you in any way caused the person to feel threatened or to see you as disloyal? Self-evaluation can be tough so get a second opinion from someone you trust, who will tell you the truth, not just what you want to hear. Don’t put too much of the blame on yourself, however. “It’s important to balance not being threatening with not being a doormat, which just invites more aggression,” Fast says. Namie agrees: “Targets regularly assume it’s their fault,” when it’s not.



Fig 3.2.13: Look at you

Stand up for yourself: Don’t be afraid to call out the bad behavior when it happens. “I believe very strongly in making immediate corrections,” says Woodward. “If someone calls you ‘Honey’ in a meeting, say right then: ‘I don’t like being called that. Please use my name,’” she says. If you’re uncomfortable with an immediate, public response, Woodward advises saying something as soon as you’re able. After the meeting, you could say, “I didn’t like being called ‘Honey.’ It demeans me.” Show that there is no reward for treating you that way. “The message should be: don’t mess with me, it won’t be worth your effort,” Namie says.

Enlist help: “Everybody should have alliances at work - peers and people above and below, who can be your advocates and champions,” says Woodward. Talk to those supporters and see what they can do to help, whether it’s simply confirming your perspective or speaking on your behalf. Of course, you may need to escalate the situation to someone more senior or to HR. But before that, “you owe it to the relationship to try to solve it informally,” says Woodward.



Fig 3.2.14: Enlist Help

Demonstrate the cost to the business: If you do need to take formal action, start with your boss (assuming he isn’t the aggressor). But you may need to take the issue higher up the hierarchy. When you have someone’s ear, Namie recommends, focusing the conversation on how the person’s behavior is hurting the business. “Talk about how it’s affecting morale and performance,” says Fast. Personal pleas rarely work and too often degenerate into he said-she said type arguments. “Don’t tell a story of emotional wounds,” Namie advises. “Make an argument that the person is costing the organization money.”

Know the limitations: When none of the above works you have to consider: Is this uncivil, mean behavior or am I being bullied? If you are in an abusive situation (not just a tough one), Namie and Woodward agree that chances of change are low. “The only time I’ve seen a bully change is when they are publicly fired. The sanctions don’t work,” says Woodward. Instead, you need to take action to protect yourself. Of course, in an ideal world, senior leaders would immediately fire people who are toxic to a workplace. But both Namie and Woodward agree that rarely happens. “Even though the statistics are clear on the impact on morale, retention, performance, it’s very hard for organizations to take action,” Woodward says. If you’re in an abusive situation at work, the most tenable solution may be to leave - if that’s a possibility.



Fig 3.2.15: Know the Limitations

Principles to Remember

Do:

- Know that most people act aggressively at work because they feel threatened
- Ask yourself whether you're being overly sensitive or misinterpreting the situation
- Call out the inappropriate behavior in the moment

Don't:

- Take the blame - many bullies pick targets that are highly skilled and well-liked.
- Escalate the situation until you've tried to solve it informally and with the help of your allies
- Suffer unnecessarily - if the situation persists and you can leave, do it

Notes



Summary

The post-delivery activities were discussed in this chapter. Once the delivery executive reaches back to the office, the activities to be performed at the depot were explained. The reports to be produced and communicating to the supervisor about the days activities were also explained.

Exercise

1. What are the documents that will be given along with undelivered packages?
2. What are the bills that will be submitted for reimbursement?
3. List the reasons for damaged packages
4. What are the stationery that will be submitted in return?
5. What will you do if you find a package box is damaged?
6. What will you do if vehicle has a leakage?
7. What are the bills that will be submitted for reimbursement?
8. Prepare a vehicle checklist while returning the vehicle (two-wheeler and Van)
9. Role-play as reporting the delays, undelivered status to a supervisor with reasons and give feedback of the day



Safety Procedures

<https://www.youtube.com/watch?v=J3-5DPWQlj8>



Supply Chain Management

<https://www.youtube.com/watch?v=VuZ9nvYNYCU>

4. Employability Skills



Click the below units for content

Unit 4.1 - Employability Skills 120 hours(part-1)

Unit 4.2 - Employability Skills 120 hours (part-2)



ES 120 hours(part1)



ES 120 hours(part2)





Glossary

<p>Advance Shipping Notice (ASN)</p>	<p>A document sent by a supplier to a customer to indicate when an order will be shipped. ASNs are usually transmitted electronically.</p>
<p>Advanced Planning and Scheduling System (APS)</p>	<p>A type of software that uses mathematical models and related techniques to find optimal solutions to complex production and supply problems.</p>
<p>Airway Bill</p>	<p>A document that accompanies goods shipped by an international courier to provide detailed information about the shipment and allow it to be tracked. The air waybill has multiple copies so that each party involved in the shipment can document it.</p>
<p>Available to Promise (ATP)</p>	<p>The inventory status of a product that is currently on hand and available for immediate shipment.</p>
<p>Backhaul</p>	<p>A shipment that moves in the opposite direction along a route just taken by a vehicle in making a delivery, allowing it to make use of its hauling capacity on the return trip.</p>
<p>Bill of Lading</p>	<p>A document listing all the goods contained within a shipment and stating the terms governing its transportation. A bill of lading is a legal document between the shipper of a particular good and the carrier detailing the type, quantity and destination of the good being carried. The bill of lading also serves as a receipt of shipment when the good is delivered to the predetermined destination.</p>
<p>Bill of Materials (BOM)</p>	<p>A listing of the parts and materials that become part of a finished product, organized in a hierarchical structure that reflects their components, subassemblies or intermediate forms.</p>

Bullwhip Effect	An alternative name for demand amplification
Carrier	A company that specializes in transporting goods.
Carrying Cost	The cost of holding goods in stock. Expressed usually as a percentage of the inventory value and includes cost of capital, warehousing, depreciation, insurance, taxation, obsolescence, and shrinkage. Also called inventory cost or holding cost.
Cartons	Cartons are not standardized unit but may generally refer to a rectangular box that weighs around 2kgs to 22kgs. It is palletizable, conveyable and generally can be handled by one person.
Classification of Warehouses Based on Customer Groups	Retail Distribution center: This warehouse supplies product to the retail stores. A typical order may comprise hundreds of items and the warehouse might serve hundreds of stores as the flow of product is huge
	Service parts distribution center: It is the most challenging one among all the other facilities to manage. They hold spare parts for expensive capital equipment like automobiles, aerospace, medical equipment etc.
	3PL (Third Party Logistics) warehouse: A company may outsource its warehousing operations to a third party or such warehouses that may help them in saving a percentage of warehousing cost, which likely to occur if it is done on their own.

Classification of Warehouses Based on The Ownership and Usage

Private warehouses: Such warehouses are owned and managed by the firm for storing the items that they produce. Generally companies would concentrate more on such storage facilities and so it would be a highly secured environment.

Public warehouse: These warehouses are owned and managed by private parties (individual or a partnership firm). To start such warehouses, a license from government is required. It would be relatively an economical option to store goods.

Government warehouse: These warehouses are owned and managed by Government of a state or country. In India we have CWC (Central Warehousing Corporation), SWC (State Warehousing Corporation), FCI (Food Corporation of India) etc. Both Government and private firms can use this warehouses for storing their goods

Bonded warehouses: These warehouses are owned, managed and controlled by government as well as private agencies. Bonded warehouses are used to store imported goods for which import duty is yet to be paid. In case of imported goods the importers are not allowed to take away the goods from the place till such duty is paid. These warehouses are generally owned by dock authorities and found near the ports.

Consignment Inventory

An inventory control practice in which a supplier maintains ownership of inventory on a customer’s site until the inventory is sold, monitoring its level and replenishing it as needed.

Consumer	The individual or organization who acquires a product in order to use it for its intended purpose rather than reselling it to someone else. A consumer becomes ultimate customer.
Cross Docking	Products are moved directly from receiving docks to shipping docks, with no intermediate storage. Two steps could be skipped in cross docking: Put away and Picking. Also called as "X docking"
Customer	The individual or organization that purchases a product or service in a supply chain transaction.
Cycle Count	A cycle count is an inventory auditing procedure, which falls under inventory management, where a small subset of inventory, in a specific location, is counted on a specified day at specific frequencies.
Cycle Stock	The amount of inventory required to support the operations of a facility, with no reserve to cover unforeseen events. Refer: safety stock.
Cycle Time	This term is used to denote the interval between successive repetitions of a cyclical process, as in the cycle time of a machine or assembly line.
Dependent Demand	Demand for item (called lower level or child item) that does not occur until there is a demand for another item (called higher level or parent item). Also, where demand for the higher level or parent item can be satisfied only if the lower level or child items are available.

Distribution Center (DC)	A storage facility in which goods may be staged, sorted, assembled, packaged, and/or stored temporarily as they pass through a particular segment of a supply chain. Distribution centers differ from warehouses primarily in the focus on facilitating distribution rather than holding inventory.
Distribution Network	The set of facilities and lanes that transports finished goods from a production facility to the downstream customers of that facility.
Electronic Data Interchange (EDI)	A set of protocols for transferring information regarding demand and supply over private electronic networks.
Enterprise Resource Planning System (ERP)	A suite of software that combines tactical-level applications for production and distribution planning with execution systems for order management, inventory control, accounting, Finance, HR and related operations
Fast Pick Area	The fast-pick area of a warehouse is used to fill orders for the most popular items in a facility. A forward pick area increases the pick density by concentrating a large number of SKU's within a small physical space.
FIFO	First In First Out : A type of inventory classification directs picking from the oldest inventory first
Finished Goods (FG) Inventory	The store of completed products on the output side of a production facility.
Full Pallet	A pallet of goods that contains only a single kind of product.

Full Truckload Shipment (FTL)	A shipment of goods that consumes the capacity of a truck, requiring the truck to be dedicated to the shipment.
Handling Marks	These are instructions given on the boxes for handling purposes at different stages during transportation starting from warehousing till delivery to the importer's destination.
Independent Demand	The demand for a product on the part of its end consumers. So named because it is the ultimate source of demand, and doesn't depend on a source of demand further down in the supply chain.
Information Marks	These convey additional information such as buyer's code number, quantity, dimensions and information for storage of the boxes. This information need not be given on the transport documents.
Inter-Modal Transportation	The practice of using more than one medium of transportation, such as rail and ship, within a single shipment.
In-Transit Inventory	Inventory that is currently in a transportation lane between two facilities.
Inventory	Inventory is the raw materials, work-in-process goods and completely finished goods that are considered to be the portion of a business's assets that contain economic value that are ready or will be ready for sale
Inventory Turnover Ratio (ITO)	A measure of how quickly inventory is used once it arrives at a facility, calculated as the annual sales of a product divided by its average inventory level. It can also be calculated as Cost of Goods Sold (COGS) divided by Aggregated average Inventory.

<p>Item Fill Rate</p>	<p>The percentage of line items, calculated across all orders, for which the full quantity of the requested product is available for immediate shipment. Percentage of customer or consumption orders satisfied from stock at hand. It is a measure of an inventory’s ability to meet demand. Also called as demand satisfaction rate.</p>
<p>Just-In-Time Manufacturing (JIT)</p>	<p>The practice of reducing inventory levels by scheduling materials to arrive just as they are needed in the production process.</p>
<p>Less-Than-Truckload Shipment (LTL)</p>	<p>A shipment of goods that consumes only a fraction of the capacity of a truck, requiring that the truck be shared with other shipments.</p>
<p>LIFO</p>	<p>Last In First Out: Opposite to FIFO</p>
<p>LSP</p>	<p>LSP – Logistics Service Providers: Is a company that provides management over the flow of goods and materials between points of origin to end-use destination. The provider will often handle shipping, inventory, warehousing, packaging and security functions for shipments.</p>
<p>Merge in Transit</p>	<p>A technique in which separate shipments are combined en route and delivered as a single unit</p>
<p>MHE</p>	<p>Material Handling Equipment can be defined as the set of all pieces of equipment that make possible the physical movement within the warehouse. Example: Forklifts, Stackers, HOPT-Hand Operated Pallet Trucks, BOPT-Battery Operated Pallet Trucks etc.</p>

Mixed Pallet	A pallet of goods that contains two or more kinds of products.
Mode of Transportation	The medium by which a vehicle moves products from one facility to another. The primary modes are truck, rail, boat, barge, airplane, and pipeline
On-Time Delivery (OTD)	A measure of fulfillment effectiveness, calculated as the percentage of orders that arrive at the customer site within the agreed-upon time.
Order Cost	The fixed cost of placing an order, follow up, regardless of the quantities involved.
Packing Slip	A document enclosed with a shipment that lists the goods included in that shipment together with information about the origin, destination, and means of transport
Pallet	A pallet is the structural foundation of a unit load which allows handling and storage efficiencies. A Pallet is the common unit of material stored in the warehouse as they are standardized to handled as a single unit. Generally in a warehouse there are large sizes of packaging called pallets which is a wooden or plastic base are generally used.
Perfect Order	A measure of fulfillment effectiveness, calculated as the percentage of orders that ship complete, arrive on time, contain the correct goods, are free of damage, and have accurate paperwork.
Periodic Review	An inventory replenishment policy in which inventory is counted at fixed intervals and orders are placed whenever the current count falls below a set threshold.

<p>PO – Purchase Order</p>	<p>A purchase order (PO) is a commercial document issued by a buyer to a seller, indicating types, quantities agreed prices for products or services. This also includes the desired date on which the product or services is needed.</p>
<p>Primary Packaging</p>	<p>The level of packaging that immediately encloses a product, such as a bottle, box, can, or blister pack.</p>
<p>Raw Materials Inventory</p>	<p>The inventory of incoming materials maintained at a production facility for use in the production process.</p>
<p>Reorder Point (ROP)</p>	<p>The level or count at which the inventory for a particular product is replenished.</p>
<p>Replenishment Lead Time</p>	<p>The interval between the time a company places an order for raw materials and the time it receives those materials.</p>
<p>RFID</p>	<p>Radio-Frequency Identification is the use of radio waves to read and capture information stored on a tag attached to an object. A tag can be read from up to several feet away and does not need to be within direct line-of-sight of the reader to be tracked</p>
<p>RFID Scanner</p>	<p>A radio frequency identification reader (RFID reader) is a device used to gather information from an RFID tag, which is used to track individual objects. Radio waves are used to transfer data from the tag to a reader</p>
<p>Safety Stock</p>	<p>The amount of inventory that must be maintained in order to handle fluctuations in supply and demand.</p>

Secondary Packaging	The level of packaging that groups a standard number of primary packages together for convenience in handling, storage, and sales. The most common form of secondary packaging is the carton.
Shipping Marks	These contains all information that are required to do proper delivery at the right destination. These marking are as same as in the transport documents.
Shrinkage	The reduction in inventory that occurs through pilferage, misplacement, loss of moisture and related forms of attrition.
SKU	A SKU-Stock Keeping Unit is the simplest form and smallest physical unit of a product handled by an organization
Space Utilization	Space utilization tells us how well we use the existing storage capacity, measuring the impact of our choices of material handling equipment, labor, methods, procedures and systems support.
Stock-Out	The situation in which there is not enough inventory on hand to fill a received order.
Storage Facility	A facility that exists primarily to hold goods in anticipation of future demand. Some storage facilities may also perform final assembly and packaging in order to move these operations closer to the end consumer as Value addition.
Supplier	The organization that provides a product or service in a supply chain transaction.
Supply Chain	A network of facilities and transportation that transforms raw materials into finished products and delivers those products to consumers.





<p>Supply Chain Management (SCM)</p>	<p>The set of activities involved in designing, planning, and executing the flow of demand, supply, and cash across a supply chain.</p>
<p>Trans-shipment</p>	<p>A technique in which goods are shipped laterally within the same echelon of a distribution system, such as between warehouses or between retail stores.</p>
<p>Types of Warehouses</p>	<p>Raw Materials warehouses: This type of warehouse is used for storing the raw materials that are stored for used in the production process.</p>
	<p>Semi-finished or WIP-Work In Progress warehouses: The materials that have undergone some processes of production and will be processed further before reaching market are stored in these warehouses.</p>
	<p>Finished goods warehouses: This is an ultimate warehouse that is used for serving the market demand. These warehouses are located strategically considering the market reachability and access to different modes of transportation.</p>
	<p>Order fulfillment centers: This is actually one of the major roles of a warehouse, acting as a fulfillment center that is intended to meet the demand from its various customers.</p>
<p>Unit of Measure or Quantity</p>	<p>Unit of Measure is the criterion based on which you measure the quantity of the material. Unit of measure is a value for a physical size. Example 'Each', 'Centimeter', 'gram' etc</p>

Value Added Services (VAS)	Value Added Services (VAS) is a common terminology used in Warehouse context which can be any service that a Warehouse provides to the clients in addition to performing traditional functions of a warehouse. VAS includes labelling, kitting, sorting, low level assemblies etc.
Vendor-Managed Inventory (VMI)	An inventory control practice in which a supplier monitors and replenishes inventory on a customer's site.
Warehouse	A storage facility that holds controlled quantities of goods in a particular location within a supply chain.
WMS	WMS-Warehouse Management System is a software application that supports the day-to-day operations in a warehouse.
Work-In-Process Inventory (WIP)	Inventory currently being used in a production process or held for use within the production area. Includes all materials that have been removed from raw materials inventory but not yet deposited in finished goods inventory.



Annexure – QR Codes

S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.1 Collect Daily Schedule	https://www.youtube.com/watch?v=o1qJ6wagtMc	4	 Delivery Run Sheet
2	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.2 Check Stationery	https://www.youtube.com/watch?v=wCcARVbL_Dk	6	 GPS
3	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.2 Check Stationery	https://www.youtube.com/watch?v=-4pFI8psSI0	6	 Real Time Cargo Tracking & Monitoring
4	Chapter 2 - Performing Delivery	UNIT 2.2 - Cash Collection Activities	2.2.1 Collect Cash if COD	https://www.youtube.com/watch?v=ZNUf3a8cGoQ	21	 Billing and Cash Collections
5	Chapter 2 - Performing Delivery	UNIT 2.2 - Cash Collection Activities	2.2.1 Collect Cash if COD	https://www.youtube.com/watch?v=J3-5DPWQlj8	21	 Safety Procedures
6	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	https://www.youtube.com/watch?v=HpHt_c3glto	23	 Common Dangerous Goods

7	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	https://www.youtube.com/watch?v=1TC3_vkK0H4	23	 <p>Packaging and Labelling Guidelines</p>
8	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	https://www.youtube.com/%20watch?v=4-QU7WiVxh8	23	 <p>Logistics Management</p>
9	Chapter 3 - Post Delivery Operations	UNIT 3.2 - Reporting and Notifying Coordinator	3.2.9 Dealing with Mean Colleagues	https://www.youtube.com/watch?v=VuZ9nvyNYCU	43	 <p>Supply Chain Management</p>
10	Chapter 3 - Post Delivery Operations	UNIT 3.2 - Reporting and Notifying Coordinator	3.2.9 Dealing with Mean Colleagues	https://www.youtube.com/watch?v=J3-5DPWQlj8	43	 <p>Safety Procedures</p>



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